

OneShare Health



Challenges

- Transitioning to a permanently remote working culture
- Non-technical staff with little awareness of phishing

Solution

- Phishing simulations and user awareness training through IRONSCALES

Results (Weekly)

- Winter 2021
 - 48 reported (23%)
 - 15 clicked (7%)
- Spring 2022
 - 58 reported (33%)
 - 9 clicked (5%)

About OneShare Health

OneShare Health is a Christian healthcare sharing ministry dedicated to offering Christians across the US access to healthcare. OneShare Health operates similarly to a standard health insurance provider, but treatment costs are shared among members of the Christian community, helping the larger church support each other affordably and flexibly. Founded four years ago, OneShare Health is still establishing its place in the market and its own internal working practices, having recently shifted permanently to remote working. Although navigating various business shifts, OneShare Health's primary focus is on its overarching goal: helping others.

The Problem

[Around 90% of cyberattacks begin with a phishing email](#), making email one of the largest attack vectors in businesses today. Around 82% of [insurance companies were found to be susceptible to phishing](#), with malicious actors drawn to the high-value customer information they collect, including medical records, payment details, and social security numbers. And attacks targeting insurance or healthcare organizations can result in violations of HIPAA or GDPR compliance, risking costly lawsuits for businesses and downtime that endangers customer wellbeing.

OneShare Health was navigating a series of business changes, including updating its business' network, reallocating employees, and moving to a permanent remote working structure. The IT team had little control over securing employees' devices with staff working from their own homes and were particularly concerned about their non-technical employees. Many OneShare Health employees are also called center-based and therefore not as familiar with email as other departments.

“We were mainly concerned with locking down the human element and building an awareness of phishing within the employee base. With the company culture shifting, we knew that getting people training in email security quickly was a priority.”

JIM COPELAND, DIRECTOR OF IT AT ONESHARE HEALTH



“To me, IRONSCALES is a win-win. I’m not saving money for a solution that compromises on security. I’m saving money for a solution that’s better anyway!”

JIM COPELAND, DIRECTOR OF IT AT ONESHARE HEALTH

Solution

The IT team had been using a separate, dedicated user education platform but felt that it wasn’t fulfilling their training needs. To streamline cybersecurity tools, OneShare Health wanted a tool that combined multiple offerings into one solution. The team also needed a platform that was easy to use, taking some of the email security burdens away from their busy IT staff.

After searching the market for cloud-based email security education solutions, OneShare Health came across IRONSCALES and was impressed by the platform’s realistic, personalized phishing simulations. After a swift and straightforward implementation process, OneShare Health rolled out IRONSCALES’ awareness and training solution to its network of roughly 120 employees.

Outcomes

After installing the phishing awareness solution, OneShare Health immediately began to run regular simulations using real-time data from IRONSCALES’ global community of security analysts. The IT team at OneShare Health has seen an improvement in user awareness and education since running these, with even non-technical staff showing an improvement in phishing knowledge. The Spring 2022 phishing simulation saw 33% of staff reporting the email as phishing, and 5% clicking the ‘malicious’ link. This demonstrates a steady improvement in awareness; the simulation from December 2021 saw 23% report the email and 7% click the link.

“It’s not realistic for me to expect people to be perfect at spotting phishing immediately. I just want them to understand the basics and for the organization as a whole to build a general awareness. And with IRONSCALES this awareness has definitely gotten better.”

JIM COPELAND, DIRECTOR OF IT AT ONESHARE HEALTH

The OneShare Health IT staff are pleased to see that employees working from home are better able to spot the tell-tale signs of phishing and show an improvement in awareness of the general principles of email security. With fewer people clicking on malicious links, the IT team can spend less time on remediation and more time on other important business activities. IRONSCALES’ unified phishing simulation solution has helped OneShare Health have a better sense of their cyber posture as the business shifts, unifying their education efforts across their dispersed remote teams.



“We’re always trying to be forward-thinking and stay ahead of the curve on the technology side. We also want to eliminate technical debt and I don’t see our current solution moving with the times. By switching to IRONSCALES’ email security, we would not only save a lot of money, but we’d also save time, as well as increasing efficiency”

JIM COPELAND, DIRECTOR OF
IT AT ONESHARE HEALTH

Looking Ahead

In their continued effort to streamline cybersecurity tools, the OneShare Health team also plans to replace their existing email security solution with IRONSCALES’ full platform. The IT team finds their existing solution to be cumbersome, time-consuming to manage, and poor value for money. As IRONSCALES has grown, OneShare Health feels that its modern platform, AI-driven remediation, and simplified API integration is a better and more cost-effective solution for their evolving business.

Along with upgrading to the full IRONSCALES solution, OneShare Health is planning to incorporate phishing education and simulations into their onboarding and training processes, as well as working with their training team to develop a standardized email security curriculum for all employees.

About IRONSCALES

Every day criminals launch billions of new phishing attacks. No company is immune. Legacy solutions can’t keep up & cloud providers struggle to stop advanced attacks with native controls. IRONSCALES’ powerfully simple email security solution helps you fight back fast and keeps your company safe in today’s cloud-first world.

Incubated inside the world’s top venture program for cybersecurity and founded by alumni of the Israeli Defense Forces’ elite Intelligence Technology unit, we offer security professionals an AI-driven, self-learning email security platform that provides a comprehensive solution to proactively fight phishing attacks.

To learn more about IRONSCALES’ award-winning anti-phishing solution, please sign up for a demo today at ironscales.com/get-a-demo/

Learn how working with IRONSCALES makes us Safer Together. www.ironscales.com

Everything is just a click away, from initial installation to threat identification and removal.